



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Gallatin River Communications L.L.C.**  
**d/b/a CenturyLink GRC**  
**for quarter ending December 31, 2011**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.60	0.80	1.30	0.90
B. Operator Answer Time - Information [730.510(a)(1)]	8.64	7.95	8.34	8.31
C. Repair Office Answer Time [730.510(b)(1)]	22.00	36.00	18.00	25.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	96.00 *	149.00 *	107.00 *	117.33 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.50%	99.20%	97.00%	98.56%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.70	1.00	0.90	0.87
H. Percent Repeat Trouble Reports [730.545(c)]	15.40%	11.30%	11.80%	12.83%
I. Percent of Installation Trouble Reports [730.545(f)]	5.30%	5.00%	5.60%	5.30%
J. Missed Repair Appointments [730.545(h)]	0	4	9	4
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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